

**STATEMENT OF WORK
LEASE OF CESSNA CITATION EXCEL AIRCRAFT FOR HANGAR 6
RONALD REAGAN WASHINGTON NATIONAL AIRPORT
WASHINGTON, DC**

1.0 GENERAL

1.1 Scope of Work

1.1.1 The Federal Aviation Administration (FAA), Washington Flight Program (ARC-60), Hangar 6, located at Ronald Reagan Washington National Airport, Washington, D. C. has a requirement for two (2) leased aircraft. The aircraft shall be Cessna Citation Excel models that are 2003 or newer and have identical configuration. The aircraft must meet or exceed the specifications defined herein. The aircraft will be leased on an "exclusive use" basis, and the FAA estimates that the aircraft will be utilized approximately 450 Time-In-Service hours per year.

1.1.2 The aircraft shall be dry-leased without pilot for the exclusive use of the FAA and will be operated under Federal Aviation Regulation (FAR) Part 135. All scheduled and unscheduled maintenance will be performed by the Contractor at one of the authorized Cessna service centers. The FAA will perform routine line maintenance and other maintenance as needed to expedite return to service. The cost of all maintenance, parts and shipping, recommended service bulletins, and airworthiness directives shall be the responsibility of the contractor and included in the lease price. The contractor will be required to comply with all FAA mandated aircraft modifications required for continued operation under FAR Part 91. Compliance with Optional Service Bulletins will be the contractor's choice and if complied with will be at the Contractor's expense. If the FAA selects to incorporate an Optional Service Bulletin or other modification, the FAA may do so at its own expense with the consent of the contractor. Upon contract expiration, the aircraft will be returned in the configuration current at that time with no expectation of additional expense by or reimbursement to the Government. The FAA will be responsible for tracking scheduled maintenance and ensuring all FAA Airworthiness Directives (AD's) and required bulletins are complied with.

1.2 Personnel

1.2.1 The Contractor shall identify a Program Manager who shall serve as the central point of contact for the Contracting Officer (CO) and Contracting Officers Technical Representative (COTR) on all matters relating to the day-to-day operation of this contract. This individual shall have a minimum of two years experience in working with government contracts similar to this requirement.

1.2.2 The Contractor shall provide service center access for provisioning of scheduled and unscheduled maintenance. Services shall be made available 24 hours a day, 7 days a week at all service centers. Contractor personnel performing aircraft maintenance shall have a valid FAA mechanic certificate with airframe and power plant ratings, or work under a

repair station and shall have at least 12 months maintenance experience on an aircraft of the same make and model offered.

1.3 Quality Control

The contractor shall provide adequate quality control during the performance of all maintenance of aircraft. Quality control shall be strictly exercised while aircraft is being maintained and repaired. This shall include continuous monitoring of technicians and work in progress to ensure technical data is being followed and that all work is completed in accordance with applicable FAR's and in a safe and thorough manner. Competently perform complete records research of Airworthiness Directives and bulletins and prepare proper documentation of compliance in permanent aircraft logbook. Approve aircraft for return to service in accordance with FAR's.

1.4 Warranty

1.4.1 The Contractor shall warrant the airframe, engine and all other contractor furnished equipment in accordance with its standard commercial warranty. A copy of any warranty remaining shall be included in the Contractor's Technical Proposal and will be made a part of the resultant contract.

2.0 DEFINITIONS

2.1 A & P mechanic means a FAA certified airman holding mechanic certificate with airframe and power plant ratings.

2.2 AD's means FAA Airworthiness Directives.

2.3 APU means auxiliary power unit.

2.4 CLIN's Contract Line Item Number's

2.5 Contractor risk is the condition whereby the Contractor assumes all risk for any damage to, loss of, or total destruction of the aircraft covered by this contract as set forth in Section I.

2.6 COTR means Contracting Officer's Technical Representative.

2.7 Dry rate is the hourly rate with all fuel and required crew furnished by the FAA. When the aircraft is furnished at the dry rate, the aircraft shall be delivered to the FAA by the Contractor with full fuel tanks. The FAA agrees to provide all other fuel required during the time the aircraft is in its possession and to return the aircraft to the Contractor with full fuel tanks.

2.8 EHSI means electronic horizontal situation indicator.

2.9 FAA means Federal Aviation Administration.

2.10 FAR means Federal Aviation Regulations.

2.11 FCC means Federal Communications Commission.

2.12 Flight time means from the moment the aircraft first moves under its own power for the purposes of flight until the moment it comes to rest after landing which is followed by a shutdown of engine(s) and termination of flight. Flight time is expressed in hours and tenths.

2.13 FY means Fiscal Year.

2.14 Government risk is the condition whereby the Government assumes all risks for any damage to, loss of, or total destruction of the aircraft covered by this.

2.15 GPS means Global Positioning System.

2.16 HF means high frequency.

2.17 IA means inspector authorization.

2.18 MEL means minimum equipment list.

2.19 Non-precision approach means VOR, NDB, Back Course, Localizer, RNAV, or GPS approach.

2.20 Normal business hours are defined as those hours between 7:00 a.m., and 5:30 p.m., excluding federal holidays.

2.21 MCTOW means maximum certificated takeoff weight in U.S. pounds.

2.22 OSHA means Occupational Safety and Health Administration.

2.23 Precision Approach means Instrument Landing System (ILS) approach.

2.24 Routine Line Maintenance is defined as the servicing of fluids and pressures i.e. fuel, hydraulic, engine oils, tire inflation, emergency air and oxygen systems and the general cleaning of windshields and interior and exterior surfaces.

2.25 SIR means Screening Information Request

2.26 Time In Service commences when the aircraft leaves the runway and ends when the aircraft touches down on that landing which is followed by a shutdown of engine(s) and termination of flight. Time-in-service will be kept in the aircraft by a recording hour meter.

2.27 VHF means very high frequency.

3.0 GOVERNMENT-FURNISHED PROPERTY AND SERVICES

3.1 The FAA will provide hangar space in Hangar 6 at Ronald Reagan Washington National Airport for the storage of the aircraft. This space is not suitable for the performance of some aircraft maintenance required by this contract. The FAA will also provide the following:

3.1.1 Hangar space for the Contractor to perform minor maintenance and repair of aircraft provided through this contract.

3.1.2 Utilities required to assist in provisioning of maintenance, repair and cleaning of aircraft covered by this contract.

3.1.3 Space (excluding containers) for storage of required solvents and chemicals.

4.0 CONTRACTOR FURNISHED ITEMS

4.1 The Contractor shall provide the COTR a current FAA-approved weight and balance document if weight changes to the aircraft occur. This document shall identify all flight characteristic changes, or the lack thereof, for incorporation into the aircraft flight manual

4.2 The Contractor shall supply the COTR annual subscription services to the computerized maintenance program in use and any future capabilities it provides. The requirements must follow chapter five of the maintenance manual, provide online access for

uploading and downloading, and be compatible with a FAR Part 135 operation. The maintenance program shall include the manufacturers recommended replacement times for all components having mandatory retirement times, the frequency and type of inspections required for the airframe, engine, and components of the aircraft to be checked, inspected, tested or overhauled to remain in an airworthy condition.

4.3 Any service bulletins, letters and instructions issued by the aircraft manufacturer on the following while the FAA operates the aircraft shall be provided at no additional cost to the COTR in reproducible form in the quantities specified:

- 4.3.1 Aircraft, 2 each
- 4.3.2 Engine, 2 each
- 4.3.3 Aircraft Accessories, 2 each
- 4.3.4 Avionics Equipment, 2 each
- 4.3.5 Emergency Equipment, 2 each

4.4 The Contractor shall furnish the manuals and documentation listed below in the quantities and form specified by the COTR. The FAA requests all manuals be in hardcopy form. However, a CD version is acceptable if that is the only available form. All the text of the manuals and documentation shall be in the English language and the printing of all text shall be reproducible. The manuals shall be current and all the manuals shall be the manuals developed and printed by the aircraft manufacturer for the specific aircraft leased. The Contractor shall provide revision service for all manuals as long as the FAA leases the aircraft and shall furnish the same quantity of revisions as is specified below for the respective manual. The manuals shall be of the same size and bound to the same standards as supplied by the aircraft manufacturer to commercial users. The aircraft maintenance manuals shall be in the ATA specifications 100 format.

4.5.1 Aircraft Flight Manuals (five copies each)

4.5.2 Operations Instruction Manual (two copies) covering the operation of all avionics equipment on the aircraft.

4.5.3 Aircraft Illustrated Parts Catalog (one copy) to assist in the requisitioning, storing and issuing of replaceable aircraft components and in identifying new and reclaimed parts for all aircraft equipment and accessory on the aircraft.

4.5.4 Engine Illustrated Parts Catalog (one copy) that lists and illustrates the assemblies, subassemblies and detailed parts that comprise, and are necessary, for the mechanical support of the engines.

4.5.5 Pilot's Checklist (eight copies) containing a list of items performed in an operational sequence.

4.5.6 Aircraft Maintenance Manual (one copy) providing approved and recommended maintenance procedures for the aircraft.

4.5.7 Engine Maintenance Manual (one copy) providing approved and recommended maintenance procedures for the aircraft engines.

4.5.8 Non-Destructive Testing Manual (one copy) providing approved information on the inspection of critical aircraft parts or structure for defects that are not discernible to visual inspection methods because of size, location, or overlying structure.

4.5.9 Aircraft Wiring Diagrams Manual (one copies) containing detailed diagrams for each particular electronic component within the electrical systems on the aircraft.

4.5.10 Custom Avionics Wiring Diagrams Manual (one copy) containing detailed diagrams for each particular electronic component within the avionics systems on the aircraft.

4.5.11 Aircraft Equipment List (one copy) shall include each installed component by name, part/model number, serial number, time-since-new and location where installed in aircraft.

4.5.12 Manufacturer's troubleshooting equipment and software will be provided to the FAA as part of the lease cost. This includes Diagnostics software, computer, and associated patch cables used to troubleshoot on board systems. Any updated software versions shall be provided to the COTR as they become available. This equipment will be returned with the aircraft upon expiration or termination of the lease.

4.5.14 The paint scheme on the aircraft will be painted with "FAA colors" to exactly match the aircraft currently being operated by the FAA. This paint scheme, consisting of two primary colors and a two-tone stripe is provided as Attachment 1.

4.5.15 The aircraft must meet the requirements of RVSM certification.

4.6 The Contractor shall furnish 10 keys per aircraft to the Government and both aircraft shall be keyed the same.

5.0 AIRCRAFT SPECIFICATIONS: General requirements:

5.01 Seating: 8 passenger seats required.

5.02 Interior dimensions:

5.6 Ft. Width, 5.6 Ft. Height, 375 Cu. Ft. Volume required

5.03 Entry door width:

24 inch Width required

5.04 Luggage storage:

60 Cu. Ft. required

5.05 Lavatory:

Enclosed, aft, 40 Cu. Ft. required

5.06 Cruise speed:

390 KTAS required

440 KTAS desired

5.07 Carry 8 passengers, each weighing 185 pounds for a total payload of 1,480 pounds, 1200 nautical miles at high speed cruise in standard conditions with a 45-minute reserve.

5.1 Airframe: The Aircraft shall be equipped as follows:

5.1.1 Approved for day/night IFR operation into known icing conditions in accordance with FAR Part 91.205, and 135.141-163.

5.1.2 The aircraft shall be equipped with the various inverters, connectors, amplifiers, power supplies, mounting, controls, antennas, etc., necessary to tie together the instruments, indicators, controls, and receivers, etc., into a functionally operating system. Avionics systems of like manufacture and configuration in each aircraft are required.

5.1.3 In addition to the pilot and co-pilot seats, the aircraft shall have eight passenger seats (excluding the lavatory seat) certified for occupancy during takeoff and landing.

5.1.4 Single point pressure refueling adapter.

5.1.5 Required: Enclosed APU capable of providing bleed air for cabin cooling and electrical power on the ground and in flight.

5.1.6 Static dischargers, which provide precipitation static protection for all equipment installed in the aircraft.

5.1.7 Anti-skid system.

5.1.8 For flight conditions, the Environmental Control System shall maintain a 70-degree (F) cabin for normal cruise altitudes and in hot and cold ambient air extremes. Cabin pressure shall not exceed 8,000 feet at all altitudes up to and including maximum cruise altitude.

5.1.9 For ground and flight operation, the Environmental Control System shall maintain temperatures throughout the aircraft at a level necessary to meet the manufacturers or suppliers stated reliability.

5.1.10 The aircraft shall have provisions for connecting external power. The external power shall be electrically connected to all aircraft systems simultaneously and shall have battery-charging capability.

5.2 Avionics and Instrumentation: The Aircraft shall be equipped as follows:

5.2.1 A complete set of flight instruments and associated controls operable at both the pilot and co-pilot positions. The suite is required to operate in both the ground based and satellite based NAS.

5.2.2 All plugs and connectors to indicators mounted on the instrument panel shall have sufficient length to allow the indicator or instrument to be removed from the panel for maintenance purposes and remain connected.

5.2.3 Integrated flight instrument system in the cockpit area shall be a dual (pilot and co-pilot) three or four panel LCD or CRT display Electronic Flight Instrument System (EFIS) including Multi Functional Display (MFD).

5.2.4 Digital Auto flight Guidance system with integrated fail passive autopilot and flight director that provides the following modes and features:

5.2.4.1 Pitch and Roll Attitude Command and Hold.

5.2.4.2 Heading Select Capture and Hold.

5.2.4.3 Altitude Hold.

5.2.4.4 Altitude Pre-Select/Alert Capability.

5.2.4.5 Airspeed, Mach, and Vertical Speed Command and Hold.

5.2.4.6 Automatic ILS Capture and Control Compatibility.

5.2.4.7 Localizer and VOR Compatibility.

5.2.4.8 Go-Around.

5.2.4.9 NAV (RNAV, VNAV, WAAS, LAAS, and LNAV) Compatibility.

5.2.5 Dual Flight Management Computer System (FMS), with integrated advanced GPS navigation (WAAS capable), performance, guidance, and flight planning functions. A complete world navigation database shall be resident in each computer. A permanent transfer unit will be installed to allow Nav-Data base updating and the use of pilot generated data.

5.2.6 Dual Air Data Computer (ADC) system.

5.2.7 Color weather radar with wind shear (turbulence) detection system and a separate lighting detection system.

5.2.8 Digital Flight Deck Voice Recorder.

5.2.9 Digital Flight Data Recorder.

5.2.10 Digital clock at pilots and co-pilots positions (Davtron 877, or equal).

5.2.11 Single TCAS II with Mode S Transponder on pilots and co-pilots EFIS displays.

5.2.12 Enhanced Ground Proximity Warning (EGPWS) with enhanced Terrain Avoidance Warning System (TAWS) that includes wind shear detection alerting.

5.2.13 Dual compass systems shall be installed so that either or both systems can be selected to the pilot's or co-pilot's flight director system. The pilot's Radio Magnetic Indicator (RMI) and the co-pilot's Horizontal Situation Indicator (HSI) shall operate from the same compass at all times. The co-pilot's RMI and the Pilot's HSI shall operate from the same compass at all times. The autopilot and the coupled flight director system shall have the same compass information at all times.

5.2.14 Standby flight instruments shall be installed on the instrument panel.

5.2.15 Both pilot and co-pilot panels shall have an altimeter and attitude indicator, airspeed indicator (or airspeed/mach indicator), and vertical speed indicator installed therein. The pilot's and co-pilot's indicators shall be connected to two separate and independent sources of pitot static pressure.

5.2.16 A single radio altimeter indicator shall be installed on the pilot's instrument panel.

5.2.17 An altitude alerting system meeting the requirements of FAR Part 91.219 installed and connected to the pilot's air data system.

5.2.18 An altimeter correction card at the pressure levels specified in FAR Part 43, Appendix E, and a cardholder installed in the proximity of each altimeter.

5.2.19 The single bar pointer on the pilot's and co-pilot's RMI shall display either VHF Omni-range one (VOR 1) or automatic direction finder (ADF) as selected.

5.2.20 The double bar on the pilots and co-pilot's RMI shall display VOR 2 or ADF as selected.

5.2.21 A meter actuated by a landing gear squat switch, which records time-in-service.

5.2.22 A battery temperature sensing system and an over-temperature warning system shall be installed in the flight deck. Air-cooled batteries shall be furnished, which shall be SAFT nickel cadmium 20 cell type.

5.3 Communications: The Aircraft shall be equipped as follows:

5.3.1 Single HF Comm with SELCAL system

5.3.2 Dual VHF radios with 8.33 kHz spacing and FM immunity

5.3.3 Satellite Flight Phone

5.3.4 Airborn Flight Information System (AFIS) capability.

5.3.5 Miniature microphone, headset assembly at each of the two-crew positions.

5.3.6 Simultaneous transmission and reception at any combination of crew positions utilizing different radios (meeting the requirements of FAR Part 91.183, 135.163, and 135.165) and radio frequencies shall be possible on any combination of communications devices on board the aircraft without degrading effects. Incoming audio may be muted at a station if the microphone at that station is simultaneously activated for transmission or if the audio source has been deselected. Speakers shall be provided in the cockpit and cabin for PA announcements. The interphone system shall be voice activated and have full transmitting and receiving capabilities for all installed receiving and communicating equipment at the crew positions.

5.4 Interior: The Aircraft shall be equipped as follows:

5.4.1 Interior Cabinetry and Refreshment Center. .

5.4.2 Lavatory with sink and an externally serviceable toilet.

5.4.3 Outside air temperature gauge.

5.5 Lighting: The Aircraft shall be equipped as follows:

5.5.1 The aircraft shall have a high-intensity strobe type anti-collision light system.

5.5.2 The aircraft shall have interior lights installed in all baggage compartments with a switch adjacent to the compartment opening.

5.5.3 Standard landing and taxi lights and recognition lights.

5.6 Powerplant: The Aircraft shall be equipped as follows:

5.6.1 Engine thrust reversers.

5.6.2 The aircraft engine generator and/or alternators shall be of sufficient capacity to supply, when operating at 75 percent of capacity, all combinations of continuous electrical loads for equipment installed in the aircraft to operate all cockpit and navigation

equipment. With one engine inoperative, the remaining power sources shall be capable of supplying necessary power to equipment required for continued flight, navigation, and communication.

5.6.3 An automatic engine R.P.M. synchronization system.

5.7 Safety:

5.7.1 The aircraft shall be furnished with an Oxygen supply system that meets the requirements of FAR Part 135.157 (b). Supplemental oxygen equipment shall be certified for operation at maximum certified altitude. EROS oxygen masks with depressurizing feature shall be provided, by an inflatable quick donning type and contain microphones and pressure demand regulators with automatic diluter features for the pilot and co-pilot positions. Individual dropout oxygen dispensing units for each passenger position shall be furnished. The oxygen system shall have fill provisions installed, which are external to the cockpit and cabin.

5.7.2 Crewmember seats shall have a five-point rotary buckle restraint system installed with an inertial reel. The crotch strap and lap strap shall be adjustable for user comfort. The restraint system shall be adjustable so there is no pull pressure exerted on the user's body while normally sitting in the seat. The restraint system shall allow the pilot and co-pilot movement to reach all required equipment and controls without unbuckling during flight.

5.7.3 All seats shall have an approved flotation device readily available for each occupant.

5.7.4 Electronic passenger briefing system .

5.7.5 Complete passenger information signage

5.7.6 Noise levels in the cockpit and cabin interior shall not interfere with essential communications.

5.7.7 Fire blocked interior to meet FAR Part 135 requirements.

5.7.8 Sun visor, Monorail.

5.7.9 Standard approved halon cabin fire extinguisher.

5.7.10 An Emergency Assurance Vision System.

6.0 AIRCRAFT AVAILABILITY

6.1 If the leased aircraft is out of service for greater than 72 hours for reasons caused by the Contractor, to include unscheduled maintenance cause by mechanical discrepancy and scheduled maintenance when the agreed upon departure date is exceeded as outlined in

paragraph 6.2, the monthly lease payments shall be decreased by 1/30th for each 24-hour period that the leased aircraft is out of service. The calculation for each 24-hour period begins with the first hour that the aircraft went out of service. The Contractor will be notified when the aircraft becomes grounded and the FAA will work closely to resolve the maintenance issue as rapidly as possible.

6.2 For any maintenance/inspection visits the incoming and departure dates, and times, will be agreed upon and confirmed by the COTR and the Contractor in advance of such visit. If for any reason the aircraft departure date is delayed beyond 72 hours past scheduled departure a decrease in monthly lease payment of 1/30th for each 24-hour period the aircraft is out of service will apply. The calculation for each 24-hour period begins after 72 hours from the original agreed upon departure date and time.

7.0 AIRCRAFT MAINTENANCE

7.1 The FAA will furnish aircraft monthly usage reports to the Contractor if so requested. The Government shall provide the Contractor with advance notification of upcoming scheduled maintenance and determine when the aircraft will be out-of-service for such maintenance.

7.2 The Contractor shall perform all scheduled and unscheduled maintenance on the airframe, engines, components, and accessories, at one of the authorized service centers as described in section C1 of the SOW.

7.3 Maintenance operations may be performed on Government property subject to approval by the COTR. All maintenance performed shall be recorded in accordance with FAR's 43, 91, and 135. All time change components, including engines, shall be replaced upon reaching the manufacturers recommended time interval. At the completion of each scheduled inspection, the Contractor shall thoroughly clean the inside and outside of the aircraft. This includes washing and polishing to maintain appearance and condition equal to that when first delivered to the Government considering fair wear and tear.

7.4 The Contractor shall ensure that engine and airframe logs are properly completed following any maintenance action they perform or performed by any subcontractor.

7.5 The FAA shall ferry the aircraft, at the Governments expense to and from any location for all scheduled and unscheduled maintenance operations. The Government will assume all costs (including pilots, fuel, travel expenses) for ferrying the aircraft to and from a place of disablement to a service center for repairs.

7.6 The FAA may elect to perform any repair or inspection to the aircraft at home base or grounded location site using FAA maintenance personnel and equipment. The FAA will request concurrence with the Contractor, in advance, of any maintenance action that it intends to perform that will exceed 10 hours. The FAA will bill back to the contractor for labor expended by FAA to repair or inspect the aircraft above and beyond routine line maintenance. The labor rate charged back will be equal to the contractors prevailing hourly labor rate at the time the

maintenance was performed. The FAA will document all maintenance activities including specific information outlining the work accomplished, parts replaced, and labor spent repairing or inspecting the aircraft. This document will be submitted to the contractor for applicable reduction in the monthly lease rate. Any and all replacement parts required to correct discrepancies, complete inspections, or return the aircraft to service will be provided by the contractor. The FAA will determine the required method of shipment and any shipping costs associated with such delivery will be borne by the contractor.

7.7 Upon request of the Contractor, aircraft parts, if available, may be provided by the FAA for emergency repairs. These parts shall be replaced by the Contractor to replenish the FAA spare parts inventory.

7.8 In the event emergency repairs (NTE \$1,000) are performed by a non FAA or authorized service center and that facility will not agree to bill the contractor, payment may be made by the Government, and the Contractor shall reimburse the FAA for the repairs.

7.9 The FAA may request Contractor support when performing maintenance to correct aircraft discrepancies. Contractor support is defined as technical support services and or test equipment from the manufacturer or its authorized service center. Shipment of parts and test equipment to the location of an aircraft may be required of the contractor.

7.10 All reimbursements to the FAA by the Contractor pursuant to the provisions of this Clause shall be made adjusting the monthly invoices for lease payments.

8.0 APPLICABLE TECHNICAL ORDERS, SPECIFICATIONS, REGULATIONS, AND MANUALS

8.1 Title 14, Chapter One of the U.S. Code, FAR Parts 1, 23, 43, 61, 63, 91, 135, and Title 49, Chapter VIII, NTSB Part 830.

8.2 FAA Order 4040.9E FAA Aircraft Management Program.

8.3 FAA approved flight manuals applicable to aircraft required.

8.4 Airworthiness Directives, Service Bulletins, and maintenance manuals applicable to aircraft required.

9.0 AIRCRAFT ON GROUND (AOG), UN-FLYABLE

9.1 If the aircraft becomes un-flyable while in the possession of the FAA, the FAA may choose one of the following options:

9.1.1 The Contractor will be requested to travel at its full expense to the location of the grounded aircraft and perform necessary repairs to return the aircraft to service. The Contractor may be required to travel with special equipment and tooling required to perform the repair.

9.1.2 FAA maintenance personnel may perform the necessary repairs whenever and wherever the aircraft is grounded. The FAA will bill back only the labor hours spent returning the aircraft to service and not the travel expenses (if any) associated with the repair.

9.1.3 The Contractor or the FAA will arrange for repairs to be made by an authorized repair station at the site of the grounded aircraft (AOG). All such repair costs will be borne by the contractor.

10.0 AIRCRAFT ON GROUND (AOG), FLYABLE

The FAA at its expense will ferry the aircraft to home base, or to the closest manufactures service center and request that repairs are made.